

County of Los Angeles

Sheriff's Bepartment Headquarters 4700 Ramona Boulevard Monterev Bark, California 91754–2169



January 13, 2012

The Honorable Board of Supervisors County of Los Angeles 383 Kenneth Hahn Hall of Administration Los Angeles, California 90012

Dear Supervisors:

INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (77037) GLOBAL 360/DEPARTMENTAL WORK ORDER 06-007 SHERIFF ELECTRONIC CRIMINAL DOCUMENTS ARCHIVE SYSTEM

This letter is to notify your Board of our intent to request the Chief Information Office (CIO) to add an additional amount of \$44,000 to this work order, which will bring the new total to \$339,000. In accordance with your policy, prior notice is required for projects and or services that will exceed \$300,000.

BACKGROUND

The Los Angeles County (County) Sheriff's Department (Department) is currently engaging in the replacement of the document imaging system, which uses the proprietary application Visiflow by Exigen. This system will allow for scanning, indexing, and retrieving archived digital booking and incident report documents. Global 360 was selected to develop the Sheriff Electronic Criminal Documents Archive (SECDA) application using their Case 360 product, which provides more functionality and conforms to standards used by other justice agencies. SECDA's Master Services Agreement (MSA) Work Order was implemented in November 2010. The project experienced unanticipated delays due to the delivery of equipment, issues relating to the external interfaces, and issues with granting access to the development environment. These delays resulted in the need for an additional 100 hours for the completion of the project. This project also has the need for an additional 150 hours of development for new functionality to the local document scanning component, which would allow for the importing of previously scanned documents. The additional 250 hours needed to address the unanticipated events and modification requirements will result in the project's cost to increase by \$44,000.

SCOPE OF WORK

This extension will support the completion and implementation of the SECDA and allow for Department-wide access to the booking and incident report documents.

The scope of work includes the following:

- Restarting and completion of tasks which were suspended due to Chief Executive Office imposed moratorium on hardware purchases and AB 109 implementation. Project restart costs were incurred as a result and were not anticipated in the original statement of work. Restarted tasks include an increase in the time required for the integration of internal systems such as LARCIS/JIMS/HAJIS with SECDA to extract data needed for SECDA.
- Conversion and integration of digitized investigative criminal documents stored at local stations and specialized units' servers.

JUSTIFICATION

These additional hours are required to complete the archival system to store the newly converted incident reports and digital booking documents by the imaging services vendor and to convert the existing images and indices into SECDA. The current system is incomplete and has functionality limitations, which impacts the access to these records.

FISCAL IMPACT

Global 360's hourly rate will remain the same. The additional funding of \$44,000, combined with the prior amount of \$295,000, creates a new total maximum amount of \$339,000 and is included in the Department's Fiscal Year 2011-12 Budget. No new net County costs are being requested for this extension.

There is a two-week timeline from the date of this notice for Board review and comment. If none is received, the Department will notify the CIO's office to proceed with the Amendment. If there are any questions regarding this matter, please contact Assistant Director Guninder Singh of Records and Identification Bureau at (562) 345-4430.

Sincerely,

LEROY D. BACA

SHERIFF

EXHIBIT C ATTACHMENT 1 (Page 1 of 2)

CHANGE ORDER SUBMISSION FORM

Work Order Number Change Order Number Department Department Project Manager	06-007
	00001
	LA County Sheriff
	Henry Arevalo
	2012-01-05
Date	

CHANGE ORDER BRIEF REASON, DESCRIPTION AND SUMMARY

Project tasks were impacted by LASD required system delays. New functionality to support station based document scanning.

WORK ORDER PROJECT TASK AND/OR DELIVERABLE. IF APPLICABLE

See attached document

REVISED PROJECT TASK AND/OR DELIVERABLE, IF APPLICABLE

See attached document

EXHIBIT C ATTACHMENT 1 (Page 2 of 2)

CHANGE ORDER SUBMISSION FORM

REVISED PROJECT SCHEDULE, IF APPLICATE	BLE	
No change		
REVISED PAYMENT SCHEDULE, IF APPLICA	BLE E	
See attached document		
	Signature	Date
Change Order Approval		
Change Order Number Assigned		
County's Project Manager		
Department Project Manager		water of the second

Contractor

LA County Sheriff Electronic Criminal Documents Archive (SECDA) Change Order Authorization

Change Order for Global 360/Department Work Order: 06-007, under Los Angeles

County Master Services Agreement 77037

SECDA Change Authorization 2011-11

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1 Introduction

This Change Order Authorization is for additional hours and budget for the Sheriff Electronic Criminal Documents Archive System (SECDA), currently in progress under "Global 360/Departmental Work Order: 06-007". This work is being done under the MSA: "Los Angeles County Master Services Agreement 77037".

2 Overview

Global 360 Professional Services (PS) and the Los Angeles County Sheriff Department (LASD) are currently in development of an application based on the Global 360 Case 360 product to manage the scanning, indexing, retrieving, and archiving of booking and incident report documents. This system is the Secure Electronic Criminal Document Archive (SECDA). Additional hours and budget are requested due for two changes to the original plan: 1) additional effort has been expended for workarounds to accommodate environment and technology delays on the project, and 2) LASD would like to expand the project to handle the import of documents previously scanned by some stations. This change order proposal addresses both of these updates.

Case 360 licenses are licensed to ISAB through an enterprise software license. This proposal is for the professional services required to build an application on top of the Case 360 system platform.

3 Change Order Components

3.1 Tosks Impacted by Syxtem Delays

The installation of the development environment at the LASD facilities for the SECDA project took approximately 100 hours longer than planned, due to delays surrounding the hardware delivery, software configuration, system access for the developers, and performance problems with the interfaces to existing LASD systems (specifically LARCIS and HAJIS) as detailed below. This has been reviewed with and agreed to LASD. This impacted several development tasks including those related to the Active Directory integration and database queries as re-work was required when the system was finally in place. This change order restores those hours to the project.

These delays are detailed here:

- Delays due to failure to deliver Development environment in a timely manner:
 - o Necessitated offline development and merge of separate development efforts.
- Delays due to issues accessing the LASD network:
 - Resolving LASD network access issues through VPN
 - o Permissions issues on the development servers and workstations.
- Delays due to failure to deliver external interfaces in a timely manner and without Global360 support:
 - o Active Directory delays that necessitated workarounds
 - LARCIS views delays, design and performance problems
 - o HAJIS views delays, design and performance problems.
- Delays due to the lack of reasonable access granted to the Development environment:
 - The developers were not provided the ability to perform standard actions required to facilitate development within a development environment.

3.2 Existing Station-Scanned Document Import Functionality

While the majority of document capture into SECDA will utilize a third party scanning service, a provision was made in the design for low volume scanning within LASD facilities. Since development has commenced, LASD has become aware of the existence of stores of locally scanned documents at some LASD stations. This change order extends the low volume scan functionality to handle the import of existing documents scanned at these stations.

In the absence of a central standard for LASD station-based scanning, each station created their own file naming conventions. These are documented in the table below. The SECDA "dropbox" capture package and indexing process will be extended to accept PDF files named using the formats in the table and index them accordingly.

Note that:

- 1. Existing station scanned documents will not automatically be converted from their existing format to TIF. Therefore the end user must have a PDF viewer to view them.
- 2. If the filename of a station scanned document cannot be parsed to reference a valid URN, the document will be sent to a manual index queue. If a valid station ID can be parsed from the filename, the document will appear in a station-specific manual index queue.
- 3. Global 360 will create the functionality for this import; the actual loading of documents into the appropriate file system directory is the responsibility of LASD.
- 4. Only Incident Report Packages (IRP) can be imported using this module. Booking Packages (BP) must be scanned through the SECDA process that utilizes the third party scanning service.

The list of file naming conventions that will be implemented for this module is in this table:

STATION	FORMAT	TYPE OF SCANNER	CURRENT NAMING CONVENTION	CURRENT INDEXING OF REPORTS	COMMENTS
SOUTH LOS ANGELES	TIF	All in one	truncated urn# year-sequential-RD prefix 11-12345-03	N/A	SLA is currently in the process of setting up scanning. Index unk.
TRANSIT SERVICES BUREAU	PDF	All in one	sequential-RD-stat 04457-6064-279	abbreviated names49, TC, 180, SUPP1 04457-6064- 279_SUPP2	N/A

		y	.,	·	·
LANCASTER	PDF	All in one/stand- alone	year-sequential-RD- stat-(retention) 11- 12345-1100-053(9)	abbreviated names & stat 11-12345-1100- 053(9)STLN-091	N/A
LAKEWOOD	PDF	All in one w/E-copy	year-sequential-RD- stat-retention 11-12345-1365-735- 9	assigned numbers: 49 (reports) 18 (veh) 11-12345-1365-735- 9_18	N/A
LOMITA	PDF	All in one	year-sequential-RD- stat 11-12345-1700-146	abbreviated name CHP180, SUPP1 etc. 11-12345-1700-146 SUPP2	N/A
AVALON	PDF	All in one	retention-year- sequential-RD-stat 911-12345-1810-442	Only SUPPs are named - numerical order 001, 002, 003 911-12345-1810-442- 001	Avalon was using TIFF, but TIFF did not work for them, RIB was notified.
CENTURY	PDF	stand-alone	sequential-RD-stat- retention year 12345-2100-442-011	By nameIncident Report, SUPP1 12345-2100-442-011- SUPP1	N/A
SANTA CLARITA	TIF	All in one w/E-copy	year-sequential-stat prefix 11-12345-06	abbreviated names49IC, 49Supp 11-12345-06-49IC	Santa Clarita was told to use TIF.
		All in one	year-sequential-stat	abbreviated names &	

PALMDALE	PDF	w/E-copy	prefix-(reten)	stat: 49IC, STLN	N/A
			11-12345-26(0)	11-12345-26(0)49IC	

4 Personas

This change order does not affect the Personas described in the original document

5 System Architecture

This change order does not affect the System Architecture.

6 Hardware Required

This change order does require any additions or changes to SECDA hardware.

7 Services

Global 360 services provided through this Change Order Authorization include:

- 1. Design the updates described above to the SECDA System.
- 2. Implement the changes described above to the SECDA system.
- 3. Add the changes described above to the existing SECDA application deployment files.

8 Tasks

The primary tasks involved with this Change Order and estimated hours to complete them are listed below.

Component	Task	Hours	Cost
Tasks Impacted by System Delays		100	\$17,500
Existing Station	n-Scanned Document Import Functionality		
1	Create capture package script to parse filename and update document index fields for first station format	24	\$4,200
	Update dropbox process to add document to existing casefolder	20	\$3,500
,,,_	Update dropbox process manual index queue to allow selection by station	10	\$1,750
	Create capture package for subsequent	96	\$16,800

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stations - 8 stations at 12 hours each		
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Total	250	\$43,750

9 Deliverables

The deliverables for this project are as follows.

- 1. Tasks Impacted by System Delays
 - a. There are no new deliverables for this component of the change order. Please refer to the original SECDA proposal for a list of deliverables.
- 2. Existing Station-Scanned Document Import Functionality
 - a. Capture Package Input and Output Descriptors for the formats listed above
 - b. Updates to Dropbox Process for automated indexing based on fields parsed from document filename.

10 Time Frame

The tasks for this change request will be added to the existing SECDA project plan and will add approximately 6 weeks to the completion date.

11 Key Clarifications

This estimate was based on the following assumptions:

- 1. As a general design guideline, the project will use as much Case 360 standard functionality as possible.
- 2. Estimates are based on standard working hours from 8 a.m. to 6 p.m. Monday through Friday customer local time zone excluding holidays.
- 3. All hardware will be provided by LA County.
- 4. All infrastructure hardware and software components will be set up by LA County. If the County is unable to provide this support, cost and timeline may be impacted.
- 5. Reports are generated as standard Case360 reports through the browser interface. If a reporting tool such as Crystal Reports is desired, this expertise will be provided by LASD staff.
- 6. The tasks in this change order are not expected to add travel expenses that would exceed the estimate in the original work order, so no travel expenses are included in this change order. Note that actual travel expenses will be billed to LA County per the original work order.

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7. The Case 360 software is already licensed to LA County through an enterprise license agreement with ISAB. Software maintenance is also paid for by ISAB. This change order does not affect those arrangements.

12 Cost Estimate

The estimated costs associated with this project are \$43,750 plus travel expenses (as estimated in the original work order). An hourly rate of \$175 will be charged for all standard business hours.

This Proposal is valid for ninety (90) days from date of submission.